

Premium Services

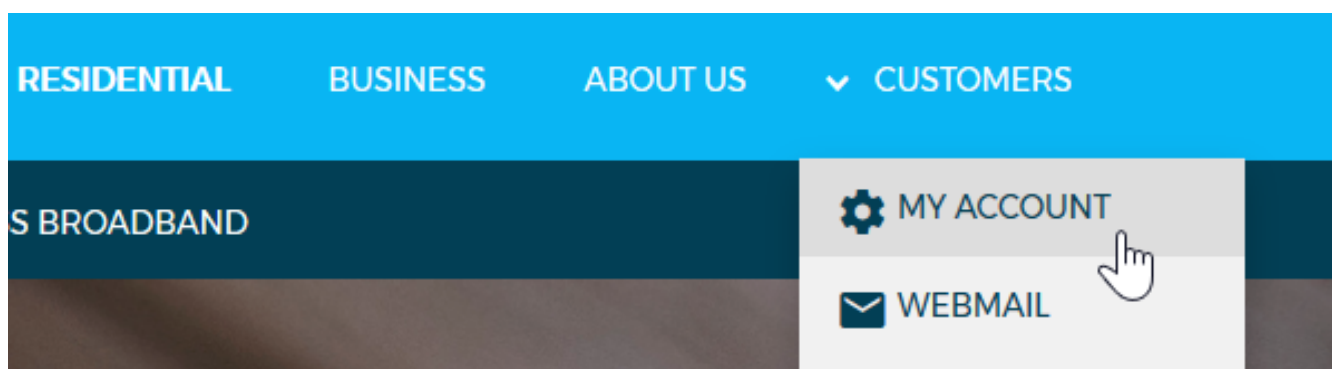
Premium number is a 1900 or 1902 number that has a 'tariff' attached and you will be charged the amount set for this service. These tariffs can be 'timed' (per minute), or they can be 'fixed' (per call)

- We don't set the costs for calling these numbers, but rather the owner or provider of these numbers does and on-passes these costs to us and then to our customer.

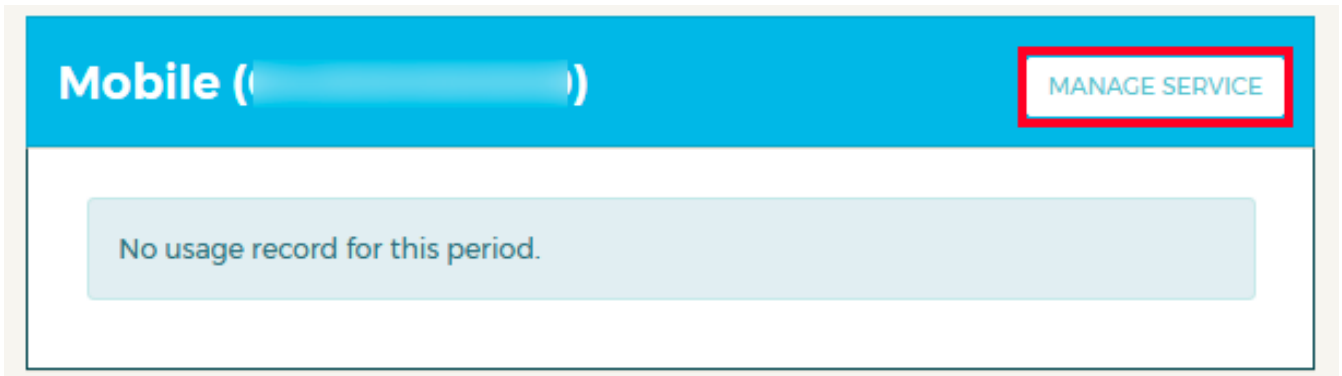
Premium calling is not available on SpinTel Phone (VoIP)

For mobile, you can enable this feature by following the steps below:

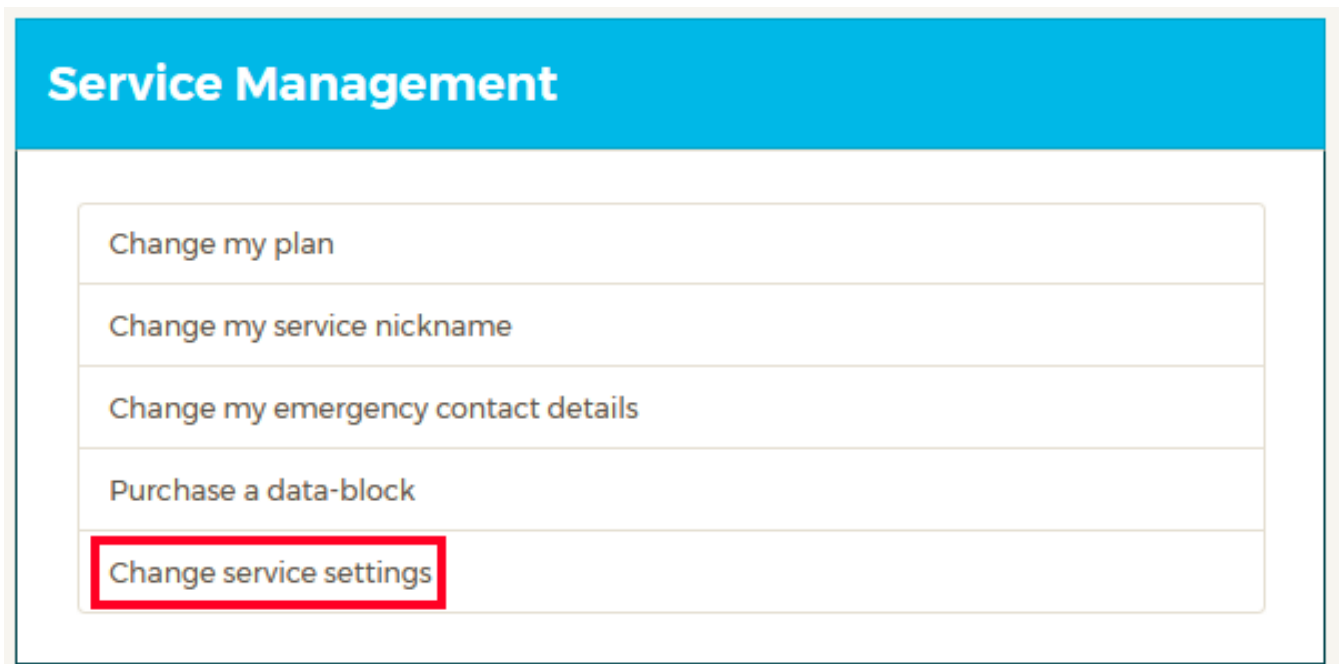
1. Visit spintel.net.au
2. Login to [My Account](#) by clicking on **Customers** and then **My Account**



3. Once logged in, click on **Manage Service** on the mobile service you want to enable the feature



4. Scroll down to Service Management and click **Change service setting**



5. Scroll down to Configure Settings and turn on **Outgoing Calls to International & Premium Numbers** to enable

Configure Settings

Calling Options

All Outgoing Calls

Off

Outgoing Calls to International & Premium Numbers such as 19XX

Off

Outgoing CLI Display

Off

Calls to International & Premium Numbers may attract additional charges, please check your plan inclusions.

6. Click **Update** at the bottom page to save the changes.

Update Settings

On the other hand, **Premium SMS** is used for messaging that charges a premium price to the end user per sent SMS

- The most known use cases for premium SMS is when the numbers are used for charity or voting activities, when you want to purchase content or services such as ringtones and games. For example, in case of a natural disaster, you can easily send an SMS message to a short code in order to donate funds to help people in need.

To enable premium SMS, scroll down to **SMS Options** and turn on **Premium SMS**.

Configure Settings

Calling Options

All Outgoing Calls

Off

Outgoing Calls to International & Premium Numbers such as 19XX

Off

Outgoing CLI Display

Off

Calls to International & Premium Numbers may attract additional charges, please check your plan inclusions.

SMS Options

Outgoing SMS

Off

Incoming SMS

On

Premium SMS

Off

Voicemail Options

Voicemail*

Off

Click **Update** at the bottom page to save the changes.

Update Settings

It can take 48 hours for the feature to be enabled.

Online URL: <https://articles.spintel.net.au/article/premium-services.html>